FOXTEL
nickelodeon
Kung Fu Panda: Legends of Awesomeness
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Important Tuning Information

The various channel numbers which apply to your system are:

The TV's Foxtel channel is:	AV	or	Channel
The video recorder's Foxtel channel is:	AV	or	Channel
The TV's video channel is:	Channel		

(Installer to tick AV if appropriate and write in channel numbers by hand)

Connection method used:

The Foxtel Customer Service Number is: **131 999**

When calling the Foxtel Customer Service number, the following "phrases" will help get your enquiry directed through to the correct area of the business:

For Technical Enquiries	say "technical enquiries"
For Package Option Changes	say "change options"
For Parental Control Assistance	say "parental control"
For On Screen Error Messages	say "error message"

Your Foxtel Account Number is:

Your set top box model is (tick box):

- ☐ G3, ATLAS, DIONE
- ☐ TITAN, FLINDERS
- ☐ SMS
- ☐ OMEGA

Your Parental Control PIN is:

This manual is for information purposes only and is based in part on information provided by equipment manufacturers and other third parties.

The set top box can only be used in accordance with and subject to the terms of your written Foxtel customer agreement by AUSTAR. The equipment must not be removed, relocated, maintained, interfered with, disassembled or connections made to it without prior written authorisation from Foxtel.

Electrical repairs to our equipment must only be undertaken by Foxtel authorised service personnel , repair agents or service centres.

We advise that you carefully study this manual before attempting to operate the set top box to ensure you use the equipment safely. Particularly, take note of the safety precautions on page iii.

To the fullest extent permitted by law, Foxtel excludes all liability arising from inaccurate, incomplete or out of date information, or for any defect in the installation of the set top box or any other equipment, even if arising through the negligence of Foxtel, its servants, contractors or its agents.

The information set out in this manual may change without notice to you.

Welcome to a whole new world of entertainment

Project Runway Australia
Back in 2012
Hosted by Megan Gale

Arena

Remember Safety First

To avoid risk of electric shock or to manage your set top box

- DISCONNECT THE SET TOP BOX FROM THE MAINS SUPPLY BEFORE YOU MOVE IT OR CONNECT OR DISCONNECT THE BOX TO OR FROM ANY OTHER EQUIPMENT.

  Remember that contact with 240 Volt AC mains can be lethal or cause severe electric shock.

- Never remove the box cover.
- Should the box fail, contact Foxtel Customer Service on 131 999 to arrange for the box's repair. Don't open the cover and try to fix the box yourself.
- If the box is dented or broken or if the power supply to the box appears to be erratic, don't use the box and turn it off at the mains supply while you arrange for a replacement box.
- Never allow anyone to push or pour anything into holes, slots or any other opening in the box cover (except the smartcard).
- Do not block the box's ventilation slots; never stand it on soft furnishings or carpets.
- Do not put anything on top of the set top box or put the box near anything which might spill onto it (e.g. lighted candles or containers of liquids).
- Only use a dry cloth when cleaning the box.
- Do not place the box in an enclosed space or in unusually hot or damp conditions.
- IF YOU ARE IN ANY DOUBT ABOUT THE SUPPLY OF POWER TO THE SET TOP BOX, THE LEAD BETWEEN THE BOX AND THE MAINS POWER SUPPLY, THE BOX PLUG OR YOUR CONNECTION, PLEASE CONSULT FOXTEL CUSTOMER SERVICE.

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What does that mean?

Quickstart

Welcome to Foxtel. To ensure you get the most out of your Foxtel TV service using your set top box, we have compiled this easy-to-follow user manual, which takes you through, step by step, the basic functionality of your set top box. We recommend you take the time to read this, so that you can fully optimise your TV viewing experience.

However, we do understand that you're probably eager to get started, so this Quickstart section will give a quick overview of some of the great benefits you'll be able to enjoy with your new digital technology.

On-Screen TV Guide

As its name suggests, this is your on-screen 7 day TV Guide of what's on all Foxtel's TV channels. See what's on now, and next, on all channels up to 7 days in advance. To access this service, simply press **[tv guide]** on your remote control and follow the on-screen instructions.

For more information, turn to page 10

AIR – Interactive Radio

Foxtel is proud to boast that we offer a complete entertainment service, not just TV. Starter Pack includes over 40** uninterrupted digital radio channels dedicated to genres such as rock, pop, country, dance, classical, jazz and the blues and includes popular stations such as ABC News Radio, SBS and Triple J.

For more information on how to access this service, turn to page 4.

** Not all AIR channels are available in some building types.

Need some more help using your Foxtel?

Channel 432 is the Help Channel – available 24 hours a day, 7 days a week. Just press 432 on your remote control and you'll find some handy hints and advice on how to get the most out of your service.

Everything from using your remote control and the on-screen TV Guide, to checking your account online or ordering a Box Office movie is included.

Learn about the great features of MyStar and MyStar HD, and also about the free interactive services that are available for The Weather Channel and FOX SPORTS.

Parental Control

Take charge of what your kids watch using our Parental Control feature that allows you to block TV programs basedon their classification.

For more information, turn to page 18.

Standby to ‘Power Up’

The Basics

You can begin watching Foxtel as soon as the installer has connected your system. Simply ensure that you are on the correct TV channel (as per the *Important Tuning Information* on the inside cover of this manual) and that your set top box is switched on (as indicated by a green or red light on the front of your set top box).

Now you are ready to experience a fascinating new world of TV entertainment.

TV channel selection

There are a variety of ways in which you can navigate through the TV channels that you have subscribed to:

1. Use the **[ch+]/[ch-]** keys on your remote control. Refer to the instructions on page 5.
2. Use the numeric keypad on your remote control to key in the number of the TV channel you wish to watch.
3. Use the ▲ and ▼ buttons on the front of your set top box.
4. “Channel surfing” (see page 12).

The number within the display panel on the front of your set top box indicates the channel number for the channel you’re currently watching.

TIP: The **[back]** button allows you to flick between the last 2 channels you watched.

Volume

Foxtel recommends that you place the set top box volume to 2 bars down from maximum and use your TV / DVD remote control to adjust volume level to suit. To adjust the set top box volume use the **[vol+ / vol-]** buttons on your remote control.

AIR – Interactive Radio

Foxtel also offers over 26** digital Radio Channels. To access this service simply tune to Channel 830 and press the **[red]** button on your remote control.

** Not all AIR channels are available in some buildings.

Your remote control

1. **[⏻]** – Power ON / Standby (switches between on and standby mode).
2. **[AUSTAR]** – When in an Interactive TV application this button will take you back to the last TV channel you were watching.
3. **[♫]** – This button launches AIR – Interactive Radio
   Note: with SMS & Omega set top boxes this button launches the ACTIVE menu, where you can use ▲▼ buttons (see 12) to navigate your way to the AIR application.
4. **[tv guide]** – This button launches the Foxtel TV Guide: use ▲▼◀▶ buttons (see 12) and the coloured buttons to navigate.
5. **[planner]** – This button launches 'PLANNER' where you can view a list of all the reminders you've set to ensure you don't miss your favourite show.
   Note: with SMS & Omega set top boxes this button launches the ACTIVE menu, where you can use ▲▼ buttons (see 12) to navigate to the 'PLANNER' application.
6. **[active]** – This button launches the ACTIVE menu.
7. **[Box Office]** – This button launches the Box Office Guide, where you can view what movies are showing and coming up. This is where you can order a Box Office event.
8. **[setup]** – This button launches the 'SET UP' menu where you can customise your parental settings, including your PIN.
   Note: with SMS & Omega set top boxes this button launches the Active menu, where you can use ▲▼ buttons (see 12) to navigate to the 'SET UP' menu.
9. **[*i*]** – Pressing this button while watching TV launches the iSearch Banner where you can obtain more specific program information. When **[*i*]** is again pressed it will launch the iBox which provides a more detailed program description.

10. **[vol +] / [vol -]** – Use these buttons to increase/decrease volume through your set top box.
11. **[ch +] [ch -]** – Use these buttons to 'surf' channels.
12. **▲▼◀▶** – Use these buttons to help you navigate through the TV Guide, iSearch Banner, iBox and Interactive TV applications.
13. **[select]** – When in an Interactive TV application, pressing [select] confirms your request.
14. **[mute]** – Press Mute to suppress sound and again to restore to previous volume level.
15. **[back]** – Pressing this button while watching TV takes you back to the last TV channel you were watching. When in an Interactive TV application this button takes you to the previous screen.
16. **[help]** – This button takes you to the ACTIVE menu, where you can use ▲▼ buttons to move your on-screen highlighter through the help options.
17. **[coloured buttons]** – The coloured buttons in an Interactive TV application will have varying functionality.
18. **[numeric keypad]** – While watching TV these can change channels accordingly (eg. For channel 501 press 5 then 0 and then 1 in quick succession). If in an Interactive TV application these buttons will have varying functionality.

Your G3, Atlas and Dione set top box

[POWER] – used to 'power' set top box 'on' or leave in 'standby' mode. When 'powering on', a green light is displayed. When in 'standby' the display panel will show a red light and the time (24 hr clock).

[MENU] – takes you to the ACTIVE menu.

[RESET] – if you are experiencing any on-screen difficulties or unusual symbols are flashing on the display panel for any length of time, press **[RESET]** once to automatically clear and reset the set top box.

[OK] – after using ▲▼◀ **and** ▶ to highlight a required program option or interactive application option, press **[OK]** to select that option.

NB: **[OK]** on your set top box acts in a similar fashion to the **[select]** button on your remote control.

▲▼◀ **and** ▶ – use arrows to help you navigate through desired on-screen options.

[V+] / [V-] – use to increase/ decrease volume through your set top box.

[P+] / [P-] – use to change channels.

Smartcard – we advise customers not to remove their smartcard from this slot at any time (see 'Your smartcard' section on page 21).

NB. This set top box operates within the range of 220-240 Volt AC, 50Hz supplies. DO NOT CONNECT IT TO DC MAINS. If you are in any doubt about the supply of power to the set top box, the lead between the box and the mains power supply, the box plug or your connection, please consult Foxtel Customer Service.

Your Titan and Flinders set top box

[POWER] – used to 'power' set top box 'on' or leave in 'standby' mode. When 'powering on', a green light is displayed. When in 'standby' the display panel will show a red light and the time (24 hr clock).

[MENU] – takes you to the ACTIVE menu.

[V+] / [V-] – use to increase/ decrease volume through your set top box.

[P+] / [P-] – use to change channels.

[OK] – after using ▲▼◀ **and** ▶ to highlight a required program option or interactive application option, press **[OK]** to select that option.

NB: **[OK]** on your set top box acts in a similar fashion to the **[select]** button on your remote control.

[RESET] – if you are experiencing any on-screen difficulties or unusual symbols are flashing on the display panel for any length of time, press **[RESET]** once to automatically clear and reset the set top box.

▲▼◀ **and** ▶ - use arrows to help you navigate through desired on-screen options.

Smartcard – we advise customers not to remove their smartcard from this slot at any time (see 'Your smartcard' section on page 21).

NB. This set top box operates within the range of 220-240 Volt AC, 50Hz supplies. DO NOT CONNECT IT TO DC MAINS. If you are in any doubt about the supply of power to the set top box, the lead between the box and the mains power supply, the box plug or your connection, please consult Foxtel Customer Service.

Your SMS set top box

[⏻] – used to 'power' set top box 'on' or leave in 'standby' mode. When 'powering on', a green light is displayed. When in 'standby' the display panel will show a red light and the time (24 hr clock).

[MENU] – takes you back to the ACTIVE menu at any time.

▲▼◀ and ▶ – use arrows to help you navigate through desired on-screen options.

[RESET] – if you are experiencing any on-screen difficulties or unusual symbols are flashing on the display panel for any length of time, press and hold ▲▼◀▶ arrows and **[SELECT]** button all at once to automatically clear and reset the set top box.

NB: **[SELECT]** on your set top box acts in a similar fashion to the **[select]** button on your remote control.

Smartcard – we advise customers not to remove their smartcard from this slot at any time (see 'Your smartcard' section on page 21).

Message Light – indicates messages and set top box functions:

RED: set top box in standby mode

GREEN: Normal operation

ORANGE: Flashes orange when remote control keys pressed, or when there is an error

Smartcard slot

NB. This set top box operates within the range of 220-240 Volt AC, 50Hz supplies. DO NOT CONNECT IT TO DC MAINS. If you are in any doubt about the supply of power to the box, the lead between the box and the mains power supply, the box plug or your connection, please consult Foxtel Customer Service.

Your OMEGA set top box

[POWER] – used to 'power' set top box 'on' or leave in 'standby' mode. When 'powering on', a green light is displayed. When in 'standby' the display panel will show a red light and the time (24 hr clock).

[MENU] – takes you back to the ACTIVE menu at any time.

▲▼◀ and ▶ – use arrows to help you navigate through desired on-screen options.

[OK] – after using **▲▼◀ and ▶** to highlight a required program option or interactive application option, press **[OK]** to select that option.

NB: **[OK]** on your set top box acts in a similar fashion to the **[select]** button on your remote control.

[RESET] – if you are experiencing any on-screen difficulties or unusual symbols are flashing on the display panel for any length of time press and hold **[MENU]** button and **◀▶** buttons for 5 seconds to automatically clear and reset the set top box.

Smartcard – we advise customers not to remove their smartcard from this slot at any time (see 'Your smartcard' section on page 21).

NB. This set top box operates within the range of 220-240 Volt AC, 50Hz supplies. DO NOT CONNECT IT TO DC MAINS. If you are in any doubt about the supply of power to the set top box, the lead between the box and the mains power supply, the box plug or your connection, please consult Foxtel Customer Service.

On-Screen TV Guide

Your on-screen TV Guide on the TV

To access the on-screen TV Guide simply press the **[tv guide]** button on your remote control. You can view the TV Guide by time or by channel by using the ◀ and ▶ arrows to choose the 'time' or 'channel' tabs on the main menu.

Search all channels or programs by genre using the ▲ and ▼ arrows and pressing **[select]** (Figure 1).

View Programs by Time (Figure 2)

- Using the ▲ and ▼ arrows on your remote control you can move up and down the channels list.
- To see what's coming up use the ◀ and ▶ arrows on your remote control.
- To move to the next day press the **[green]** button on your remote control. To view the next 7 days programming, continue to press the **[green]** button. Use the **[red]** button to return back 24 hours to the present day.
- See a program you don't want to miss? You can set reminders (see page 13).
- Use the ***[i]*** button to access additional program information.

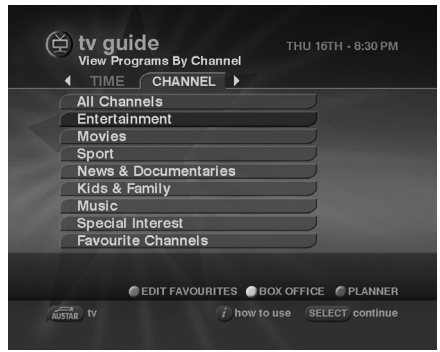


Figure 1

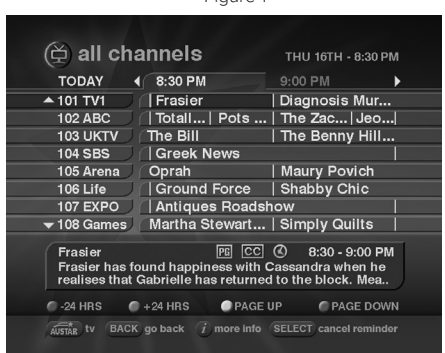


Figure 2

View Programs by Channel (Figure 3)

- Use the ◀ and ▶ arrows on your remote control to see what's on a specific channel.
- Use the ▲ and ▼ arrows on your remote control to see what programs are coming up next on that channel.
- All other functionality is the same as Programs by Time view.

TIP: To resume normal TV viewing simply press the **[AUSTAR]** button on your remote control.

Setting Favourite Channels

Setting favourite channels enables you to have quick and easy access to the channels you love to watch. Set favourite channels by pressing the **[tv guide]** button then press the **[green]** button and follow the instructions. Once your favourite channels are set you can quickly jump between them whilst watching TV by pressing the **[green]** button on your remote control.

Figure 3

On-Screen TV Guide (cont.)

TV – channel surfing

There is an alternative to the on-screen TV Guide, whereby you can keep watching your TV and still surf to see what's on. You can do this using the iSearch Banner.

To access the iSearch Banner press **[*i*]** on your remote control. The iSearch Banner will appear along the bottom of your screen – leaving the remainder of your screen in normal TV viewing mode (see Figure 4).

- Using the ▲ and ▼ arrows on your remote control you can surf information on other channels.
- To see what's on NOW and NEXT use the ◀ and ▶ arrows on your remote control.
- See a program you don't want to miss? You can set reminders for programs on NEXT by pressing **[select]**.
- To go directly to the channel highlighted, simply press **[select]** on your remote control (when in NOW mode).

To resume normal TV viewing simply press **[AUSTAR]** on your remote control.

iSearch Banner

Foxtel provides programming information for what's on NOW and NEXT. To access this information press **[*i*]** on your remote control – this brings up the iSearch Banner with basic information.

iBox

For further programming information, press **[*i*]** again. A second window (the iBox) will appear with more detailed programming information. To return to normal TV viewing, simply press **[AUSTAR]** on your remote control.

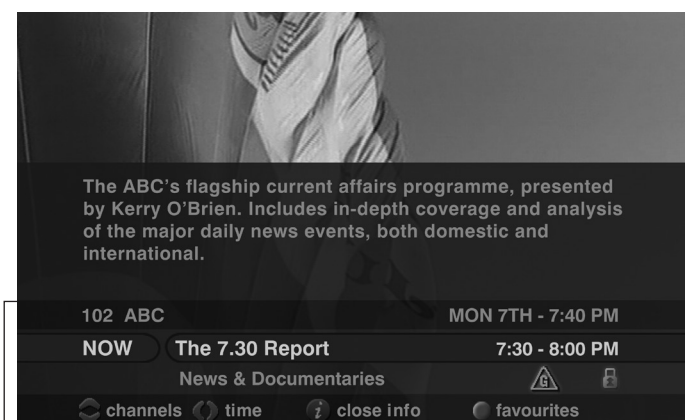


Figure 4

TV – setting reminders

With so much on, it's easy to forget or miss a great documentary, movie, music show or drama series. To avoid disappointment, we recommend you set yourself a reminder. The reminder will appear as an on-screen message just before the program is about to start.

You can set yourself a reminder through the on-screen TV Guide.

1. Access the On-Screen TV Guide by pressing **[tv guide]** on your remote control.
2. Highlight the genre you are interested in by using the ▲ and ▼ buttons and press **[select]**, then select your desired program using the ◀ and ▶ buttons on your remote control.
3. Press the **[select]** button on your remote control. A small clock will appear in the Mini iBox at the bottom of the screen to indicate a reminder has been set (see Figure 5).

To cancel your reminder, highlight the program and press **[select]** again. The clock should disappear.

Planner

For a summary of all the reminders you have set refer to your on-screen Planner. To access Planner:

1. Press **[planner]** on your remote control.
2. Some customers will be taken to the ACTIVE menu where you can use the ▲ and ▼ buttons to highlight 'Planner' and then press **[select]**.

To resume normal TV viewing simply press **[AUSTAR]** on your remote control.

Figure 5

Interactive Services

Foxtel offers a number of innovative Interactive Services. Most of them can be accessed through the ACTIVE menu (see Figure 6).

To access the ACTIVE menu:

1. Press the **[active]** button on your remote control. Use the ▲ and ▼ arrows to guide your on-screen highlighter through the menu. Once the option that you want is highlighted press the **[select]** button on your remote control.

   Interactive applications that can be found within the Active* menu include TV Guide, Planner, Box Office, Sky News Active, Weather Active, Air, Setup and Help.

TIP: If you get stuck or lost in an ACTIVE menu that you don't recognise, press **[back]** to return to the main menu.

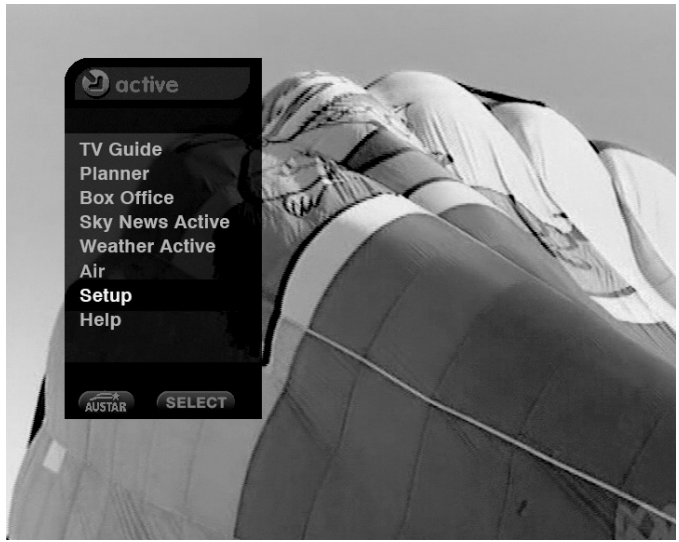
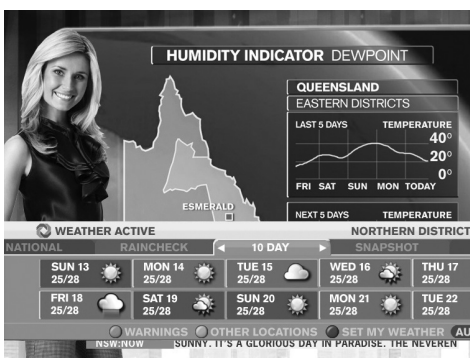


Figure 6

* Some ACTIVE applications are not available in some building types.

Trust the weather

While watching The Weather Channel (603), press the **[red]** button to launch Weather Active. It will allow you to access 10-day weather forecasts; morning, noon and night forecasts; a comprehensive rainfall update; weather conditions and warnings plus much more! And best of all, it's tailored to your local area simply by entering your postcode with your remote.



Choose your news

This 24/7 interactive news channel lets you choose which up-to-the-minute news stories you want to watch – from 8 different channels on display including Sky UK, Sport, Business, Weather, Showbiz and the headlines. To access this service, go to Sky News (Channel 601) and press the **[red]** button.

Your Equipment

Your new set top box offers a number of features that enables you to personalise your experience.

Setting the Clock

The Foxtel installer should set the time to reflect the correct time for your location. You may at some stage need to alter the time yourself.

To set the clock:

1. First bring up the ACTIVE menu by pressing the **[active]** button on your remote control.
2. Use the ▲ and ▼ arrows to guide your on-screen highlighter through the menu to 'Setup' and then press **[select]**.
3. A sub-menu will appear on-screen. Use your ▲ and ▼ arrows to highlight 'Installation' and press **[select]**.
4. Use the ▲ and ▼ arrows to highlight 'Decoder' and press **[select]**.
5. Use the ▲ and ▼ arrows to highlight 'Time' and press **[select]**.
6. Use the ◀ and ▶ arrows to select your time zone and press **[select]** (see Figure 7).

Figure 7

Picture Display

Your new set top box is able to adjust the way your program is displayed.

To adjust your Picture Display:

1. Bring up the ACTIVE menu by pressing the **[active]** button on your remote control.
2. Use the ▲ and ▼ buttons to guide your on-screen highlighter through the menu to 'Setup' and then press **[select]**.
3. A sub-menu will appear on screen. Use your ▲ and ▼ buttons to highlight 'Picture Display' and press **[select]**.
4. Use your ▲ and ▼ buttons to select your option and then press the **[select]** button to confirm your selection.

TIP: Picture Display is available to most Foxtel customers by pressing the **[blue]** button on your remote control while watching Foxtel TV.

Closed Captions

Closed Captioning is a service designed to enable the hearing impaired to enjoy Foxtel. Using captioning, the audio portion of the programming is displayed as text on screen.

Closed Captioning is available on selected programs on selected channels. Closed Captioned programs are denoted by "CC" symbol on the on-screen TV and Foxtel magazine.

To adjust your Closed Captions:

1. Bring up the ACTIVE menu by pressing the **[active]** button on your remote control.
2. Use the ▲ and ▼ buttons to guide your on-screen highlighter through the menu to 'Setup' and then press **[select]**.
3. A sub-menu will appear on screen. Use your ▲ and ▼ buttons to highlight 'Closed Captions' and press **[select]**.
4. Use your ▲ and ▼ buttons to select your option and then press the **[select]** button to confirm your selection.

TIP: Closed Captioning is available to most Foxtel customers by pressing the **[yellow]** button on your remote control while watching Foxtel TV. The service can be deactivated by pressing the **[yellow]** button again.

Your Parental Control PIN

Your 4-digit Parental Control PIN controls access to your TV service. This is particularly important for families with children, as it offers a level of parental control even when you are not around. It can also be used to protect all Box Office orders or to remove Adults Only titles from display.

The Parental Control feature allows parents to block programs based on their classifications/rating (refer to Figure 9).

To set your desired level of Parental Control:

1. Bring up the ACTIVE menu by pressing the **[active]** button on your remote control.
2. Use the ▲ and ▼ arrows to guide your on-screen highlighter through the menu to 'Setup' and then press **[select]**.
3. Use your ▲ and ▼ arrows to highlight the 'Parental Control' function and press **[select]** (see Figure 8).
4. Highlight 'Classifications' and press **[select]** then enter your 4-digit PIN using the number buttons on your remote control (new customers always start with 1234 until they have created their own 'Parental Control' PIN).
5. Set your desired level of Parental Control according to the censorship classification by using the ▲ and ▼ arrows and then pressing **[select]** (see Figure 9).

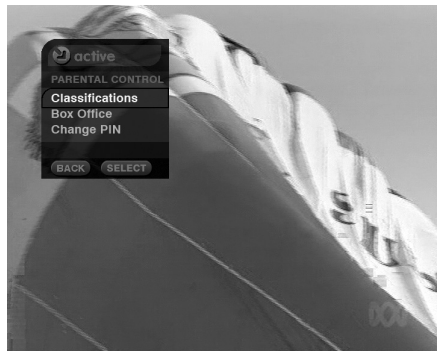


Figure 8

Figure 9

When a program outside of your personalised Parental Control feature is being aired on the Foxtel channel you are tuned to, a 'Parental Block' message automatically appears on your screen in place of that program. For example, if you have set your censorship classification at MA+ rated programs (Figure 10), only programs of MA+ or lesser classification ie M, PG and G programs, can be viewed unless your 4-digit Parental Control PIN is entered. This can only be unlocked by entering your correct 4-digit Parental Control PIN. That particular program will then remain unlocked until it is finished, even if you change channels. (Please note: all other blocked programs will remain locked.)

The parental lock can be reactivated by going to standby mode on your set top box.

To change your PIN:

1. Highlight the 'Change PIN' message on your 'Parental Control' menu. (see Figure 11)
2. Key in your new PIN.
3. Key in your new PIN again to confirm it (it might also be an idea to write it down, but make sure you keep it in a secure place).

N.B. If you forget your PIN, please contact Foxtel Customer Service on 131 999 and say "parental control". Appropriate identification will be required.

Classification	Suitability
G	General Exhibition
PG	Parental Guidance recommended for persons-under 15 yrs
M	Recommended for mature audiences 15 yrs-and over
MA15+	Restrictions apply to persons under 15 yrs
R18+	Restricted to Adults 18 yrs and older

Figure 10

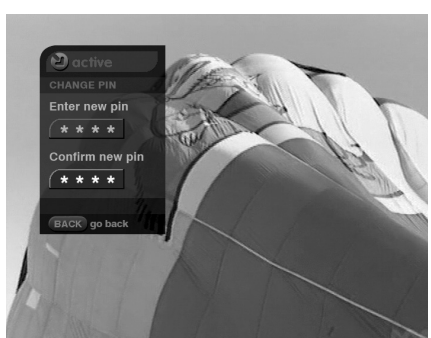


Figure 11

Your Parental Control PIN (cont.)

PROTECTING Box Office Orders

To protect all Box Office orders with your Parental Control PIN:

1. Bring up the ACTIVE menu on screen by pressing the **[active]** button on your remote control.
2. Use the ▲ and ▼ arrows to guide your on-screen highlighter through the menu to 'Setup' and then press **[select]**.
3. Use the ▲ and ▼ arrows to highlight 'Parental Control' and press **[select]**.
4. Highlight 'Box Office', press **[select]** and enter your Parental Control PIN.
5. Highlight 'Purchase PIN' and then press **[select]**. Use the ▲ and ▼ buttons to select your option and then press the **[select]** button to confirm your selection (see Figure 12).

To remove Adults Only titles from display:

1. Highlight 'Adult Options' on the Box Office parental control menu and then press **[select]**. Use the ▲ and ▼ buttons to select your option and then press the **[select]** button to confirm (see Figure 13).

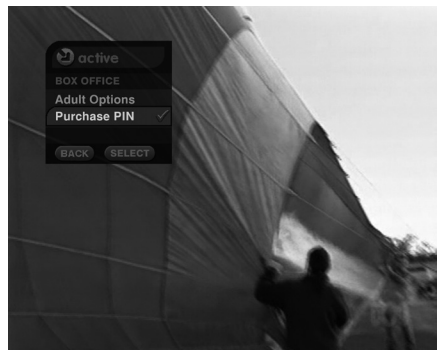


Figure 12

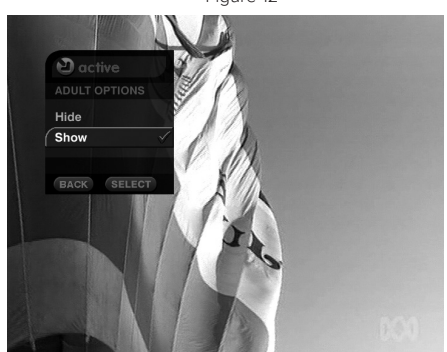
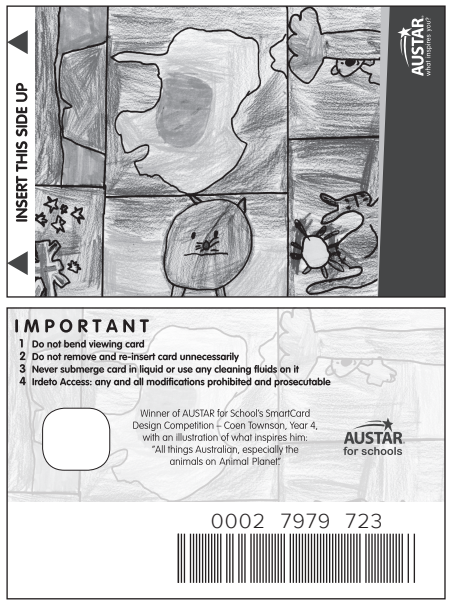


Figure 13

Your smartcard

Your smartcard essentially authorises your set top box to receive Foxtel programming. Therefore, if your smartcard has been removed or is not inserted correctly, that authority will be denied and you will be unable to receive any Foxtel channels. It will not work in any other set top box.

For this reason, you must not remove your smartcard unless instructed to do so by an Foxtel representative.


INSERT THIS SIDE UP
AUSTAR
what inspires you?
IMPORTANT
1 Do not bend viewing card
2 Do not remove and re-insert card unnecessarily
3 Never submerge card in liquid or use any cleaning fluids on it
4 Irdeto Access: any and all modifications prohibited and prosecutable
Winner of AUSTAR for School's SmartCard Design Competition – Coen Townsan, Year 4, with an illustration of what inspires him: "All things Australian, especially the animals on Animal Planet"
AUSTAR for schools
0002 7979 723

Anti-Piracy Hotline

In our campaign to crack down on piracy, we have an anti-piracy Hotline. If you have reason to believe an individual is unlawfully receiving Foxtel TV, you should anonymously report them to the hotline. Remember, piracy increases the costs for all subscribers!

Piracy Hotline 1800 428 888

Troubleshooting

Before contacting Foxtel Customer Service, we recommend that you review these quick tips to see if you can resolve any issues. Should you experience any difficulties or see an unusual symbol on the display panel of your set top box for any length of time, press the **[RESET]** button (see pages 6-9) on your set top box and this will automatically clear and reset the set top box so that you can start again.

SYMPTOM	POSSIBLE CAUSE	SUGGESTED REMEDY
Nothing is showing on the front display panel of the set top box.	Set top box not receiving mains power.	Ensure all leads are securely plugged in and all power is switched on. If nothing lights up on the front display panel of the set top box still, there may be a problem with the mains supply. Check that the power point you are using has power. If the problem persists it may be the mains lead for the set top box itself that is faulty, or the plug.
Front display panel shows a channel number but the picture on the TV screen is fuzzy or slightly out of focus.	TV or DVD may not be tuned in correctly.	Check you are on the correct channel on your TV or DVD. Adjust the TV or DVD tuning. Follow the instruction detailed in your TV or DVD manufacturer's manual.
TV is only showing Foxtel TV channels.	'Free-to-air' antenna system has been disconnected or is faulty, or storm activity has damaged equipment.	Double check all cabling is secure and correctly installed.
Front display panel channel numbers change but the picture on the TV remains the same.	TV or DVD may not be tuned in correctly to Foxtel channel.	Check the channel settings under 'Important Tuning Information' on inside front cover and ensure that both the TV and DVD are tuned to the correct channels.

SYMPTOM	POSSIBLE CAUSE	SUGGESTED REMEDY
Set top box feels hot even though the picture on the TV is okay.	High speed microprocessors in the set top box make it warm, so heat is normal.	Ensure that the set top box is in a place where it has adequate ventilation. Do not place on top of Hi-Fi equipment or other equipment that is warm or hot to touch.
A box with an exclamation mark 'E16 MESSAGE' appears on-screen.	That channel may not be available to you at this time or you could have been disconnected from your Foxtel service (see also On-Screen Error messages on page 27).	Some FOXTEL TV channels may not be currently active, you may not be allowed to receive some channels as they are not included in your subscription or your subscription for a channel has expired. Please check all this before assuming there is a technical problem.
A box with an exclamation mark headed 'E04 MESSAGE' appears on-screen.	Your smartcard is damaged or not properly inserted into the set top box.	Check that it is an smartcard you are using, that it is not damaged and that you have inserted it the correct way round (see 'Your smartcard' section on page 21).
The following message is appearing on-screen: 'Press / Select to unblock this program'.	A parental lock has been enabled which blocks reception of the program.	Use your Parental Control PIN to unblock the channel (see 'Parental Control' section on page 18).

Troubleshooting (cont.)

SYMPTOM	POSSIBLE CAUSE	SUGGESTED REMEDY
Unable to unlock or change the program which has triggered the parental block.	The censorship classification has not yet been changed to 'No Lock'.	Follow the directions given on how to set up your parental blocking of programs as detailed in 'Parental Control' section on page 18. If you have forgotten your PIN or are still experiencing difficulties contact Foxtel Customer Service on **131 999** and say "parental control".
Able to see a program that should be blocked by parental lock.	The parental lock has not been set correctly or you have forgotten to reset it after viewing part of the program.	Ensure that you have followed the directions given on how to set up your parental blocking of programs as detailed in 'Parental Control' section on page 18.
Set top box is showing the incorrect time.	Time zone is incorrectly set on your set top box.	Follow the instructions detailed in the 'Setting the Clock' section on page 16 to reset the set top box time zone accordingly
A box with an exclamation mark headed "E52 Message" appears on screen	Caused by interference with the signal reception.	Sometimes storms or heavy weather may interfere with the signal passing between the satellite and your receiving dish. Use the **[RESET]** button (see pages 6-9). If problems persists, contact Foxtel Customer Service on **131 999** and say "error message".
Front display panel shows a channel number but the picture on the TV screen is black		Check you are on the correct channel on your TV or DVD. Reset the set top box as detailed in pages 6-9.

SYMPTOM	POSSIBLE CAUSE	SUGGESTED REMEDY
Current time shown in the TV Guide is incorrect: the programs do not start at the time shown.	Your set top box has not been installed correctly for the time zone in your location.	Use **[RESET]** button (see pages 6-9). If reset fails to remedy the problem, follow the instructions detailed in the 'Setting the Clock' section on page 16 to reset the set top box time zone accordingly.
Front display panel shows the time and the picture on the TV screen is black.	The set top box is in standby mode.	Press the power button on your remote control or on the front of your set top box.
Front display panel is showing a channel number but the TV has an information bar on an otherwise blank screen.	Your set top box may be undergoing a remotely activated self-service update.	Use **[RESET]** button (see pages 6-9). If problem persists, contact Foxtel Customer Service on **131 999** and say "technical enquiry".
Unable to operate the set top box at all using the remote control.	The remote control is not functioning properly.	Ensure that your remote control is pointed directly at the set top box and that nothing is blocking the box's infra-red window. Check whether the remote light in the front display panel of your set top box flashes when you press the keys: if it does not, the remote control batteries may be dead or inserted incorrectly. Replace the batteries, ensuring that they are inserted correctly, and if the problem persists there may be a fault with the Remote control or the set top box so contact Foxtel Customer Service on **131 999** and say "technical enquiry".

Troubleshooting (cont.)

SYMPTOM	POSSIBLE CAUSE	SUGGESTED REMEDY
There is no sound (or poor sound) on Foxtel TV and AIR channels.	Your set top box,TV and/or DVD may be muted.	Check that the volume and mute buttons on your remote control have no effect on the sound level. Double check all cabling is secure and correctly installed.
The front display panel shows incomplete numbers.	Your set top box is currently being enhanced with new software upgrades.	Wait until the message light goes out – this may take up to 20 minutes if the set top box is being enhanced with new software upgrades.

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On-Screen Error Messages

If there is an on-screen message displayed on your TV which is not shown here, please check the 'Troubleshooting' section on pages 22-26 before contacting Foxtel Customer Service on 131 999 and say "error message".

MESSAGE	EXPLANATION
'Please re-insert your smartcard'	Your set top box is tuned into an Foxtel channel, but you need to correctly insert your smartcard to view this channel.
'Checking Card'	Your set top box is checking your smartcard (this may take up to 30 seconds).
'Smartcard needs updating' and/or 'Please re-insert Card'	There is a problem with your card. Double check that it is an smartcard, that it is not damaged and that you have inserted it the correct way round (see page 21 for more detail).
'Press / Select to unlock program'	This program has a parental lock on it. To view the program you must use your PIN to override or change your classification setting (for more detailed information on Parental Control and how to use your PIN, see pages 18-20).

MESSAGE	EXPLANATION
'Service Unavailable' or 'Channel is not currently available'	The channel number you have selected is not currently active or is not transmitting any program. This may be a channel that is not broadcast 24 hours a day, or it may be blocked. Try another channel.
'This is an optional channel / program package. For further information, call Foxtel Customer Service	You are not allowed to receive this channel as it is not included in your subscription or your subscription for this channel has expired.
'No signal' (displayed briefly, followed by 'Searching for signal at XXXX MHz')	Your set top box has not been able to detect a signal. This could also cause display changes on the front display panel of the set top box. Try using the **[RESET]** button (see pages 6-9) before contacting Foxtel Customer Service on **131 999** and say "technical enquiry"**.**

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